Request for Proposal: 07-03 PERF Responses To Vendor Inquiries

1. Will there be a list of accounts, or will we be required to identify these accounts?

   Answer: There will be a list of these accounts.

2. Will this be PERF accounts only, or will some of these account issues be part of other Funds (i.e., 77 Police & Fire Fund)?

   Answer: Unknown at this time, however majority will be PERF accounts.

3. What time period is Section A representative of?

   Answer: Some go back as far as late 1990's.

4. How do we get access to image browser?

   Answer: The image browser is integrated into PERF's BMS system.

5. Will the selected firm be entering in account entries?

   Answer: Yes.

6. Can those changes be tracked by us?

   Answer: Yes.

7. Can those changes be tracked by user ID?

   Answer: Yes.

8. Can this work be done off-site?

   Answer: The work must be done in a location that will allow us to provide connectivity to our system, which means a physical location within six to eight blocks of PERF.

9. Is the interest calculation done within the BMS System?

   Answer: The interest calculation is not done within the system. It will be done offline and keyed separately in order to provide documentation to prove calculation.

10. The RFP specifically mentions that PERF requests CPA firms, however are consulting firms acceptable?

    Answer: Yes.

11. Are tax liabilities captured within BMS?

    Answer: Yes.

12. Regarding communications with overpaid members—will PERF require that they review documents sent to members.

    Answer: Yes, review and approval of all communications will be required.

13. Will the contractor be responsible for communications only during the timeframe of the engagement, or will that communication be lingering?

    Answer: Contractor will only be responsible for communications during engagement.

14. Is there a process in place currently to collect overpayments?

    Answer: Yes.

15. If we are buying or renting computers, does the new Microsoft Vista operating system interface with BMS?

    Answer: PERF will provide PCs for this project. Our PCs use Windows XP; however, we do not expect vendors to add their own software to our PCs.

16. How many extra user licenses for BMS will be available for the project?

    Answer: As many as are necessary.

17. Is there pivotal office space within your office to house the professionals to include space for individual computers, a conference area, and a file area to effectively manage the project?

    Answer: No.

18. If we have to rent space for the project, is there short term lease space within your building that will allow a direct T-1 interface with the BMS system? What would be the rate per foot on a short-term basis and what costs are included in such rate?

    Answer: PERF does not have any space available; however, PERF's procurement officer will be able to assist you with locating possible options. We will try to assist you in locating other space at government rates.

19. If we are renting space outside of your office, will there be space within PERF to allow for the effective, efficient operation of the project while working with PERF personnel or would we need to include that in our rental space and have them come to our space?

    Answer: Need enough space to efficiently do the project. Primary office space needs to be within walking distance (six to eight blocks) of PERF.

20. Since the dates for completion are critical, what will be the work hours or the restrictions on access to the building?

   Answer: If using leased space the access issue will be between the vendor and entity leasing space. The space will need to have secure access.

21. Will the BMS system be available 24 hours, 7 days per week? If not, what will be our limits?

   Answer: BMS will be available between 6 a.m. to 6 p.m. during Mon – Fri; 8 a.m. to 6 p.m. on Saturday.

22. Documents are required to be scanned. What form are they to be scanned? PDF? Is imaging part of BMS? Will we need to provide a scanner and if so, what interfaces with BMS?

   Answer: All documents needed to be scanned into BMS will be scanned by PERF's Business Support Unit.

23. Will we need a copy machine?

   Answer: Yes.

24. Are there training manuals for BMS or user manuals?

   Answer: For some processes, there are existing User Desktop Procedures. PERF will provide BMS training to selected vendor staff who can then train other vendor staff.

25. Is the MAM system part of BMS or do we need special access?

   Answer: MAM is an operation which is part of the BMS system.

26. Exhibit A, Scope of Services, Section B, reads "determining what information needs to be updated …and any other applicable administrative systems". How many other systems are involved that need to be addressed for updating? How are we to make such determination?

   Answer: Major systems that will need updating are BMS and the image browser. There may be a requirement for some production tracking excel spreadsheets and or process mailing lists.

27. Is there any interest calculation software that is already approved? Is there software already available within PERF?

   Answer: No.

28. Are there query options within BMS that will allow us to sort the A and B populations to narrow the actions to be performed on each participant file? Will the query options within BMS allow us to only work with the A and B populations?

Answer: The query option in BMS allows the user to access a specified account. Therefore any account on the A or B list can be directly accessed for inquiry.

29. If a transaction is made in BMS and stopped from going forward, who clears audit, you or us?

Answer: Vendor will clear the audit.

30. Are we required to sign off on all files?

Answer: Yes.

31. Page 14 question D indicates we are required to audit 100 percent of all adjustments, transfers, and payments. We are also responsible for reviewing 100 percent of the work prepared by our staff and the review must be readily apparent and tracked. After reviewing a file, if we determine that no action is required, does BMS system provide for the documentation of the review and audit process or do we provide that documentation?

Answer: The notes feature in BMS could be used to document that the review had taken place and no action was necessary. An excel spreadsheet may also be required.

32. In connection with destroying our working, computer data files developed during the engagement, how do we verify to you that the data has been destroyed from our computer hard drives and our back up files?

Answer: Since PERF will provide PCs, PERF will take care of data deletion at the end of the project. If vendor PCs happen to become involved, there are two methods acceptable to PERF: Utilizing available 3rd party hard drive deletion software that will ensure that there is no way for any of the data to be retrieved after deletion. The other option would be to format the drives and tapes using built in Microsoft features. With either of the two methods, PERF would require documentation along with screen shots providing proof of data deletion. If PERF is not retaining the PCs, the 1st option would be highly preferred.